

E-01345A-05-0816  
E-01345A-05-0826  
E-01345A-05-0827

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4100

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 56119

Date: 10/23/2006

Complaint Description: 01A Billing - High/low  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Nancy

Martin

Account Name: Nancy Martin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

10/23/06 EMAIL CORRESPONDENCE RECEIVED :

From: [REDACTED]

Sent: Saturday, October 21, 2006 7:54 AM

To: Utilities Div - Mailbox

Subject: electric bill:

RECEIVED  
2006 OCT 24 A 9 40  
AZ CORP COMMISSION  
DOCUMENT CONTROL

I am a single woman living in a small home. I am careful about the energy I use.

In 2004 I was paying \$87.00 a month, and as of this past month my electric bill has gone up to \$112.00 a month. I noticed that just about half of that bill was taxes, metering charges, delivery charges, environmental surcharges, power supply adjustments, meter reading charges, billing charges, system benefits charges ect. I live on social security and get a small retirement benefit. I fear that next year I will not be able to run my air conditioner at a healthy level, and not I understand that the rates may go even higher.

I make a little too much to qualify for aid so that is not an option.

Is there anything I could do to lower these costs. It is difficult when the cost of living gets higher each year and one is on a fixed income.

Thank you for your concern,  
Nancy Martin

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

OCT 24 2006

DOCKETED BY

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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10/23/06 Emailed to utility - regarding inquiry to lower cost

10/23/06 Filed Opinion - Docket # E01345A-05-0816 and emailed letter to customer at birdwatchers@cox.net

NANCY S MARTIN  
[REDACTED]

RE: ARIZONA PUBLIC SERVICE  
DOCKET # E-01345A-05-0816

Dear Ms. Martin

Your letter regarding the Arizona Public Service (APS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application. In addition I have filed an inquiry # 56119 with the utility regarding your current energy plan.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (602) 542-0488.

Sincerely,

Lynn Combs  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

Date Completed:

Inquiry No. 2006 - 56119

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